

# Bi-Weekly BDDS Meeting for Case Managers and Providers July 15, 2020



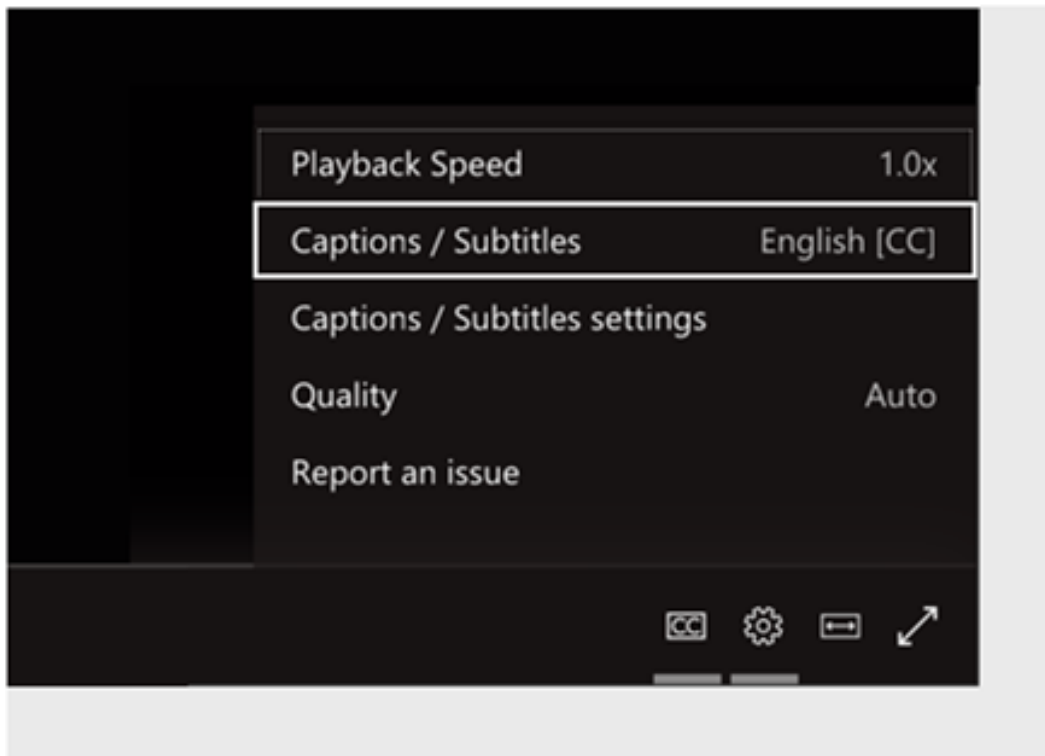
# Before We Get Started...



# How to Use Live Captions

To turn on live captions and subtitles, select **Captions/Subtitles On**  in your video controls.

To change the caption language, select **Settings**  > **Captions / Subtitles**, and choose the language you want.





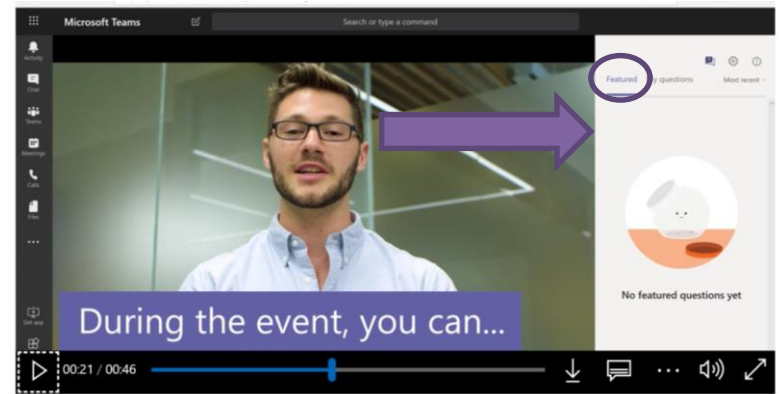
# How to Ask a Question

- 1.) Select Q&A on the right side of the screen
- 2.) Type your question in the compose box, and then select Send.
- 3.) Your question will only be visible to the presenters
- 4.) Questions will be answered as time permits.



# How to Sign-In for Today's Meeting

- 1.) Look for the Q&A box on the right side of the screen.
- 2.) Under the Featured list, look for the link to the sign-in sheet.
- 3.) Select the link, fill-in the form, and click complete.



# Welcome and Today's Agenda

- Introductions
- DDRS Goals
- COVID-19 Related Updates and Discussion
- Living Well Perceptions Survey
- Waiver Renewal Updates and Scenarios
- General Updates & Reminders



# DDRS Goals for COVID-19 Efforts

**H**elp prevent the spread of COVID-19 and keep people alive

**O**perationalize flexibilities

**P**rovider network maintained

**E**mpower person-centered decision-making for self-advocates, families, case managers, and providers

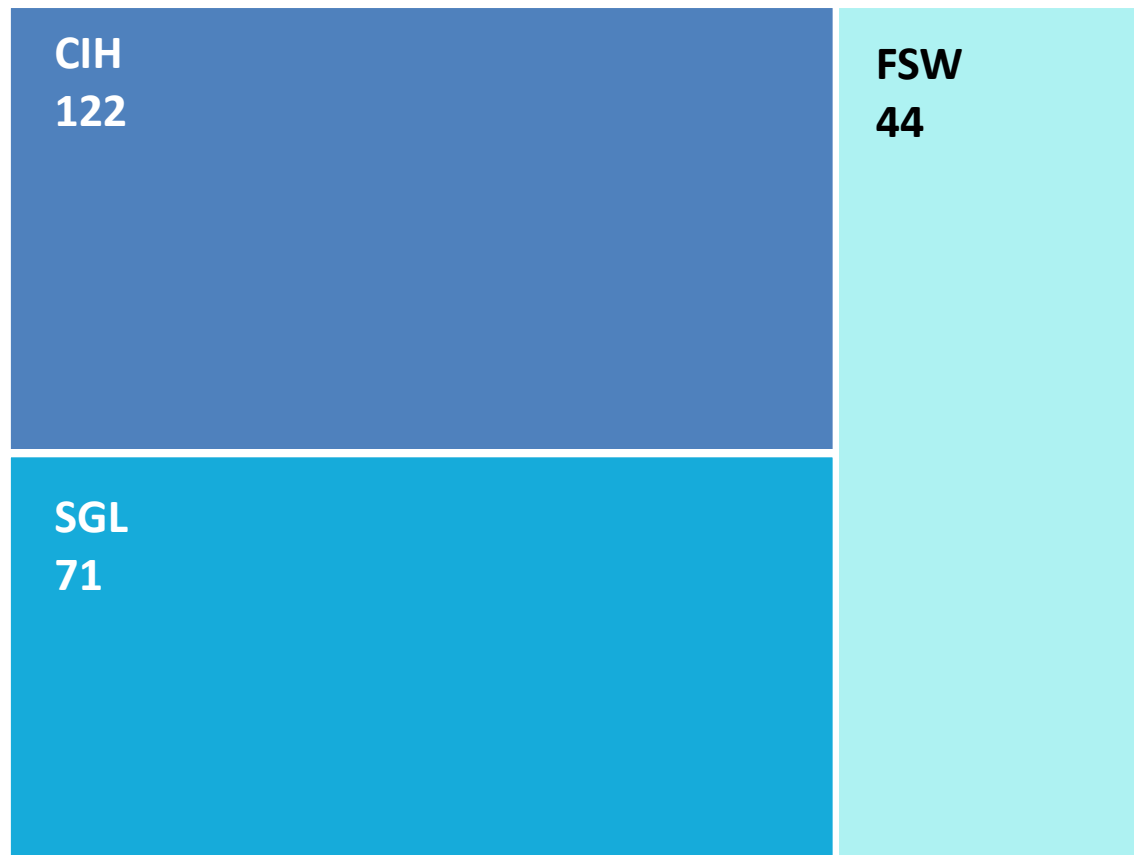


Image by: McChrystal Group & NASDDDS



# COVID-19 Data:

## Total Number of BDDS COVID Positive Cases



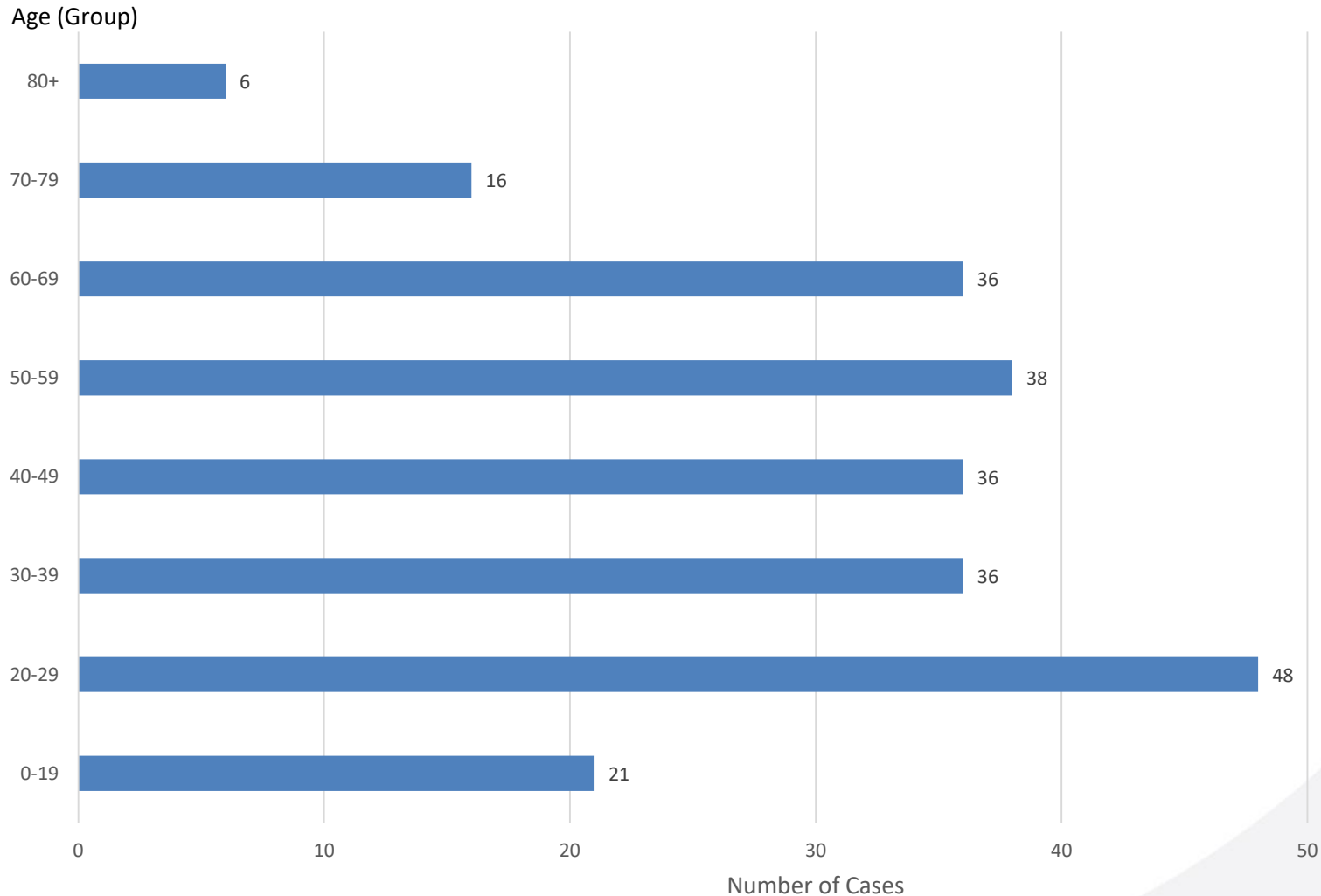
Total Cases: 237  
Total COVID-Related Deaths: 14





# COVID-19 Data:

## Age Among Unique COVID Positive Cases



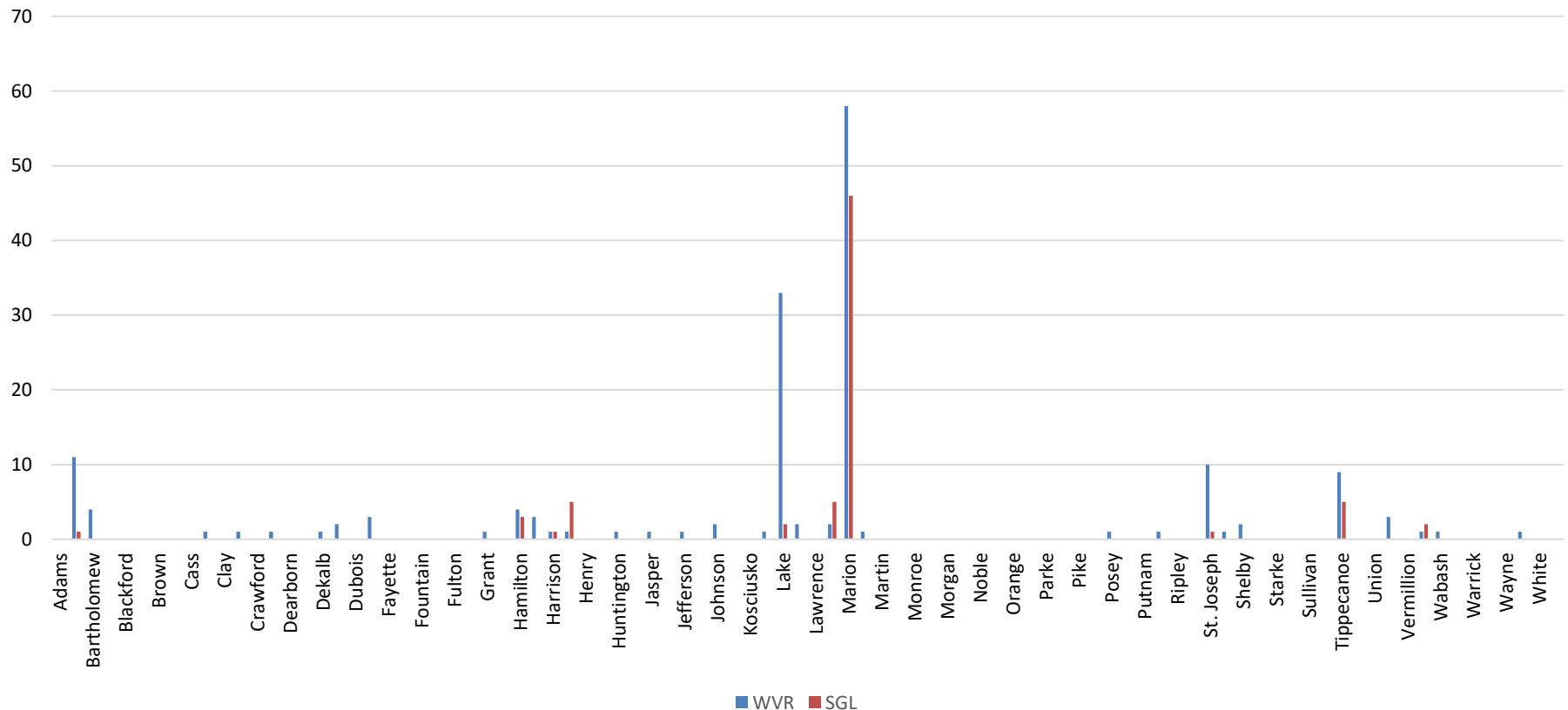
# COVID-19 Data: Positive Cases by County & Funding Type

## Positive Individual Cases

by County/Funding Type

Total Cases = 237

Data as of 7/13/2020



# Updates and Discussion: Supporting Individuals Experiencing Job Loss

- If the individual is actively involved with VR, support them in reaching out to their VR Counselor to discuss opportunities to explore options
- If the individual is not actively involved with VR, support them in [contacting their local VR representative](#) about services, to learn more about VR or to apply for services



# Updates and Discussion: Supporting Individuals Experiencing Job Loss

- VR can provide help with the following:
  - Exploring employment interests and skills
  - Helping you to find your first job
  - Providing assistive technology or other services to help you keep your job
  - Re-entering employment in the same or different type of employment
  - Providing services necessary for career advancement



# Updates and Discussion: Supporting Individuals Experiencing Job Loss

- Opportunity for teams to convene
  - Explore options to build new skills and experiences that lead to employment.
    - Networking with natural supports to identify new opportunities
    - Identifying volunteer opportunities
    - Explore free and low-cost online classes
  - Support the individual in addressing impact of loss of income.
    - Applying for unemployment benefits
    - Working through ways to decrease expenses
    - Connect with 211 to access local resources

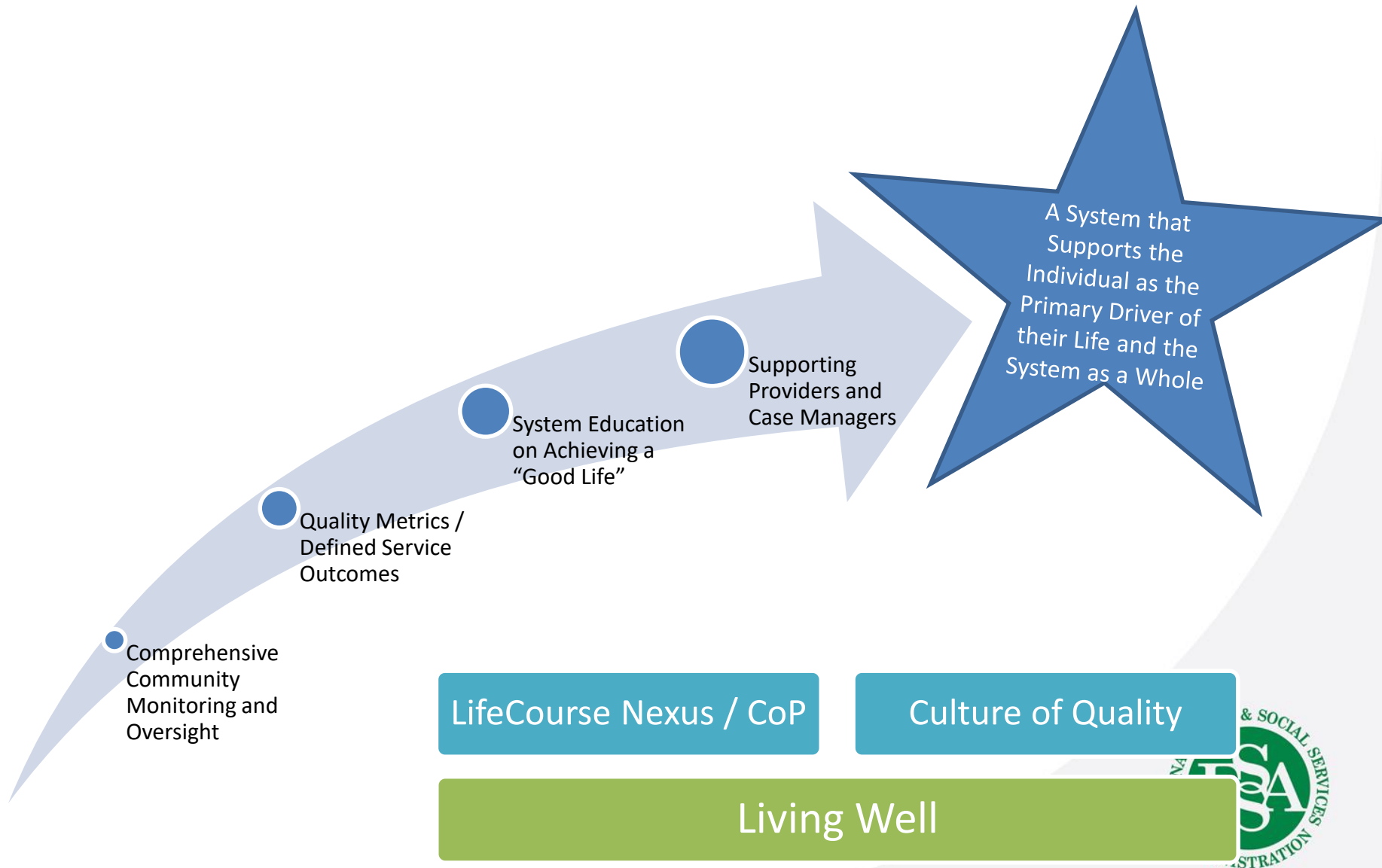


# Updates and Discussion: Provider Re-Opening Plans

- We are continuing to collect information on provider re-openings.
- We have added a question about if this is a new report on reopening, an **update report on reopening**, or a temporary closure.

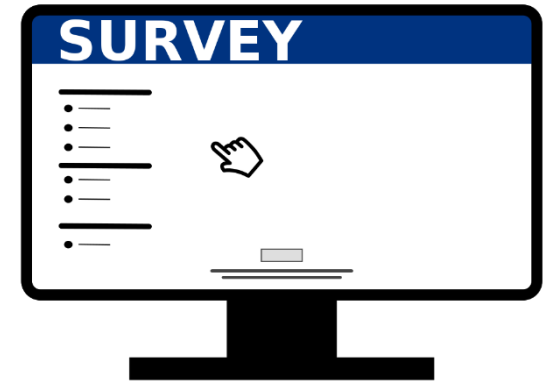


# Living Well: A Trajectory Toward Transformation



# How Can You Help?

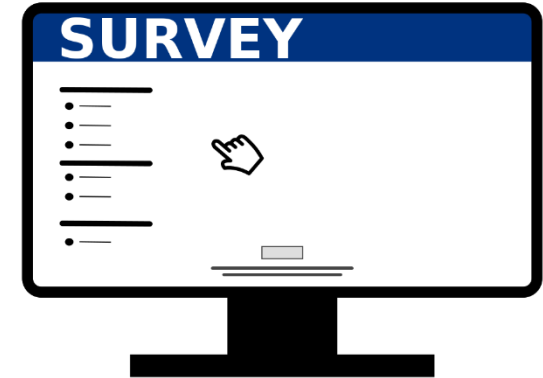
- Participate in our Understanding Statewide Perspectives on Practices Survey
- Short time commitment – just 15 minutes
- Surveys specific to providers, case managers, and DSPs
- Survey will be launched via DDRS Announcement tomorrow and will be open through July 31<sup>st</sup>





# How Can You Help?

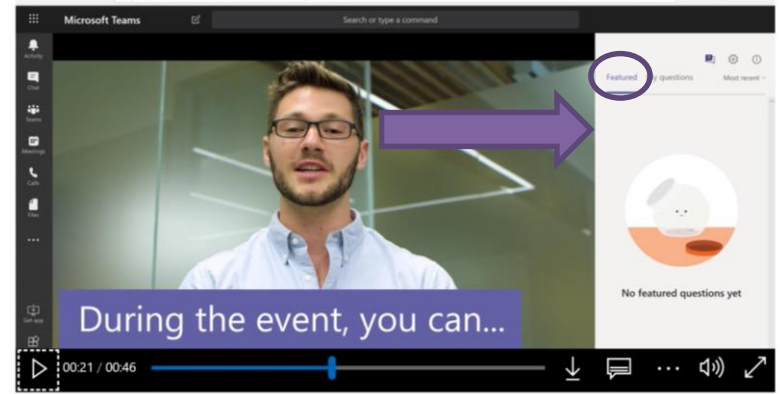
- Survey Purpose: Understand the experiences and perspectives of providers, case managers, and DSPs on our current approach to quality and compliance.
- Also, provides an opportunity to share ideas for improvement
- Your input will help us to better understand how to support you in working to meet both the health and safety needs, as well as the life goals for the individuals you serve.





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# Waiver Renewal: Overview of Changes

- Family Supports Waiver & Community Integration and Habilitation Waiver
  - CCB Conversions being completed
  - Communications related to major changes (fact sheets, documentation standards, etc.)
    - Utilization and emphasis on new options/allowances
    - Examples
  - Day Habilitation
    - Auto-conversion
    - Effective 8/1
  - 40 Hour Rule & Ongoing Monitoring



# Waiver Renewal: Day Habilitation and Behavior Supports Documentation Standards

Release of additional guidance regarding associated documentation standards associated with the updated Day Habilitation Service and Behavior Support Services.

Day Habilitation Service effective 8/1  
(Scheduled publication this week)



# Fact Sheets - Remote Supports

- Flexible solutions to support individuals
- Combines technology and service
- Allowable for 14 yrs and older
- First \$500 is outside of the \$17,300 cap



# Fact Sheets - Remote Supports

## Three ways to utilize Remote Supports:

- Remote Support with Paid Backup: this provides a final layer of support by ensuring that a paid staff member can be at residence if necessary.
- Remote Support with Natural Supports: this provides a final layer of support using a family member, friend or neighbor who can respond to the residence if necessary.
- Assistive Technology with No Remote Supports: All natural supports are responding to alerts and/or needs of the individual. In these situations the equipment used is provided through a monthly service fee and not available for purchase to own.



# Fact Sheets - Environmental Modifications

- Physical adaptations to the home that are necessary to ensure the health, welfare and safety of the individual receiving waivers services OR
- Enable the individual to function with greater independence in their home





# Fact Sheets - Environmental Modifications

- Lifetime Cap of \$15,000 and \$500 per year for maintenance and repair.
- Outside of FSW cap





# Fact Sheets - Family & Caregiver Training

- Provides education and support directly to the family caregiver of an individual using waiver services
- Annual reimbursement limit has been increased to \$5,000 per waiver budget year



# Fact Sheets - Family & Caregiver Training

Educational materials and training programs, workshops and conferences may relate to:

- Understanding the disability of the individual utilizing waiver services
- The caregiver achieving greater competence and confidence in providing the necessary supports
- Developing and accessing community and other resources and supports
- Developing or enhancing key parenting strategies
- Developing advocacy skills
- Supporting the individual in developing self-advocacy skills



# Family as Paid Caregiver: Appendix K & Waiver Renewal

Anna is a 32 year old on the CIH who lives at home with her parents who are both retired. Anna requires around the clock care and supervision to maintain her health and safety. Anna's CCB has an approved 50 hours of RHS weekly, 10 hours of behavior management and 10 hours of CHIO. Prior to the Pandemic, Ann's mother and father were both direct care staff who provided a combined 40 hours a week RHS as was allowable under the service definition. While Anna's parents provided 40 hours of her care, the other 10 hours were provided by a direct care staff from the company they worked for who would come into the home Monday through Friday.



# Family as Paid Caregiver: Appendix K & Waiver Renewal

During the pandemic, Anna and her parents were notified that her direct care staff was diagnosed with COVID- 19. The direct care staff would no longer be able to provide care for Anna for an undetermined amount of time. Anna and her parents requested their Case manager schedule a team meeting to discuss their options. Utilizing BDDS guidance on the temporary policy changes relate to COVID-19 and Appendix K, the IST discussed the increased payment flexibilities for allowable family caregivers and worked through the guiding questions to find Anna's situation did fit a COVID-19 related need as defined by DDRS\BDDS. Anna would continue to receive her full 50 hours RHS through her current provider utilizing the flexibility of the 40-hour-per-week paid caregiver limitation being temporarily waived for RHS until her direct care staff was able to return.



# Family as Paid Caregiver: Appendix K & Waiver Renewal

On June 16, Anna's parents were notified her direct care staff had found another position and would not be returning. On June 23 a DDRS announcement was made that notified stakeholders of the CIH Renewal effective July 16. Under the renewals several changes were made to benefit individuals and their families. One of these changes related to the 40 hr. rule. Under the previous RHS service definition, family members could only provide a combined 40 hr. a week of RHS services to an adult participant. Under the renewal effective July 16, 2020, RHS services furnished to an adult waiver participant now allows for family members to be reimbursed a total of 40 hours per week per paid relative and/or legal guardian caregiver if the criteria below is met:

- The decision that a relative is the best choice of persons to provide these services is a part of the person-centered planning process and is documented in the PCISP.
- The Individualized Support Team (IST) should discuss, at least annually, if the relative should continue to provide the service. The conversation should take into consideration the individuals wants, planning for future care needs, the physical and emotional needs of the relative, and the ability/willingness of the relative to continue to provide care.



# Family as Paid Caregiver: Appendix K & Waiver Renewal

Anna's IST arranged for a meeting to discuss the changes and how it would relate to Anna's situation. Noting the Appendix K flexibility were only temporary, Anna's team discussed the renewal update and how it was separate from the flexibilities. The discussion on if Anna's relatives are the best choice to provide her services included the following:

- What is Anna's vision for a good life
  - What community activities and programs can she become involved in to build her social capital, do the things she enjoys and build upon her skills? *Anna enjoys going into the community with her CHIO staff. They go to the library every week to research activities that Anna would enjoy. Recently she has joined a group that meets at her local park to do bird watching.*
  - Would she prefer to have a direct support professional instead of her parents doing everything? *Through the discussion, Anna noted she would rather have her parents as her RHS staff as she feels more comfortable with having them assist her with her personal needs than anyone else at this time. This may change in the future, but for now Anna is in agreement with having her parents provide RHS to her.*
  - Would she prefer to not to have her parents as staff?



# Family as Paid Caregiver: Appendix K & Waiver Renewal

- Future planning - what happens when her parents are no longer able to be staff, gets ill or dies?
  - Who will care for Anna's physical, social and emotional needs? *Anna has a cousin who is very close to her. Her cousin has agreed to support Anna in her decisions should her parents no longer be able to provide care for her.*
  - Who will advocate for Anna and ensure that her needs are being met? *Anna's cousin has always advocated for Anna and will continue to do so.*
  - Who will coordinate her services, medical care and financial resources? *Anna's cousin has agreed to be there to assist Anna whenever she is needed.*
- Care for the caregiver
  - How can the team assist to reduce caregiver burnout? *The parents discuss with their employer ways to reduce burnout. They decided to join a local parent support group and have also arranged for Anna's cousin to be trained to provide her CHIO and become a backup RHS staff to provide relief when requested.*
  - How do the parents get a break? *Anna's parents feel they have a sufficient break when CHIO hours are being used. They can also pre-arrange for time off when requested.*
  - What is the parent's vision for a good life and how can the team support their vision? *Anna's parents really like having Anna at home and having the flexibility to be her caregivers. They would like to travel more in the future, but for now are happy with how things are going.*





# Family as Paid Caregiver: Appendix K & Waiver Renewal

- Current staffing
  - Does the current provider have staff who are available? *Staffing shortages have made it difficult to retain long term staff. The provider has hired Anna's cousin to be her CHIO staff and backup staff whenever needed, noting she cannot work more than 40 hours per week.*
  - Are there any other providers in the area who have available staff? *While there are other providers available, Anna and her parents have been with their current provider for several years and really like them.*

After thoughtful discussion of all parties, Anna's IST determined that they would no longer utilize the appendix k flexibility, but would rather utilize the updated service definition going forward allowing for family members to be reimbursed up to 40 hours per week per paid care giver. In Anna's case, since she is allowed 50 hours a week of RHS, her mother would continue to provide 30 hours a week while her father would provide the remaining 20. The parents can pre-arrange for times they would like to be off and have Anna's cousin come in a relief staff. The team will continue to visit annually if having her family members provide the service is the best choice and ensure that the conversation is documented within the PCISP.

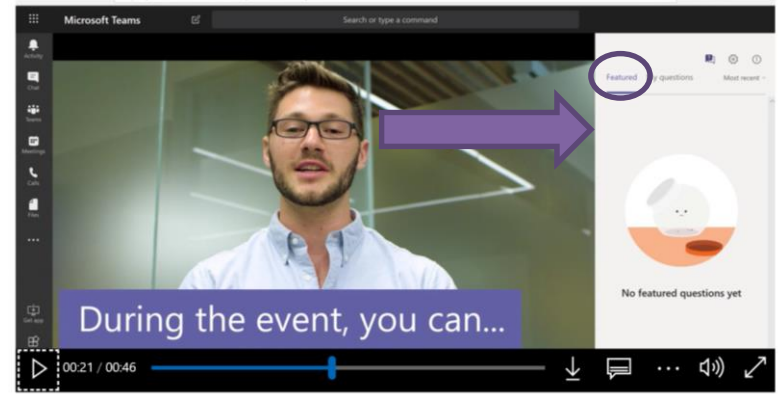






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# George & Day Habilitation

George is a 23 years old utilizing the CIH. In addition to RHS, he currently has 20 hours of Facility Hab with provider A and 10 hours of CHIO with Provider B per week on his CCB. Beginning August 1<sup>st</sup>, under the waiver renewal, both Facility Hab and CHIO will become Day Habilitation. The CCB conversion will automatically transfer the hours assigned to each provider over to Day Habilitation.

The service of Day Hab can now be provided in a variety of settings in the community or facility. The settings continue to be non-residential and are separate from a person's home.

While his old CHIO services will likely remain the same in the service delivery, his Facility based services can now be expanded to include more community involvement and allow George and his Facility Hab provider more flexibility in his day to day activities.



# George & Day Habilitation

As part of George's Person Centered Planning Process, his PCISP must outline the Day Habilitation services needed by George to pursue his desired outcomes. During George's next scheduled team meeting, his team discusses the service of day habilitation and what his services will look like going forward to ensure George is achieving his good life.

This change brought an opportunity to discuss with George what his vision for a good life is and if he has any new interests that he would like to explore. Using the Lifecourse Framework trajectory to begin the conversation, George expresses that having a job is important to George and is an area he wants to focus on. George really likes to cook and has indicated he would like to eventually be employed at a restaurant.



# George & Day Habilitation

Provider A goes over the options with George of experiences that could be available to him that leads him to his vision of working at a restaurant. Previously George had Facility Hab Group at a ratio of 1-4. George liked the smaller group that he participated in and agreed he wanted to keep it the same. George and his provider agreed that each week they would add in an activity for George to do at the facility that propels him towards his vision. Initial ideas include taking cooking classes, researching jobs on the computer, as well as building his resume. The team also discussed doing things outside of the facility such as volunteering at Meals on Wheels to help prepare the food prior to being delivered, or turning in applications to local businesses he researched that are hiring. George likes the idea of doing things inside and outside of the facility and is excited to learn and try new things.

The conversation is documented within the PCISP and outlines:



# George & Day Habilitation

## Daily life and employment

Georges desired outcome: I would like to be employed as a cook in a restaurant. It is important to me to find a job that I like and allows me to cook.

Strategies to achieve this outcome:

- I will participate in cooking classes online and/or in person, depending on what is available, to build my cooking skills.
- I will explore possible jobs in the community that are hiring.
- I will learn how to create a resume and how to fill out job applications.
- I will explore and participate in volunteer opportunities within my interests that help me build my employment skills and make connections



# George & Day Habilitation

## Action steps needed:

- Day hab Provider A support staff will assist me in the facility with researching possible jobs in the community, filling out applications, creating a resume.
- Day Hab Provider B support staff will assist me in attending cooking classes and learning how to follow recipes. .
- Day Hab Provider B support staff will assist me in finding and participating in volunteer opportunities.
- Case manager will maintain contact and work with me to determine what barriers may arise to employment, volunteer opportunities, such as transportation needs or social skills, and work to ensure that integrated supports are put into place to avoid those barriers.
- I will continue to participate in a 2:1 to 4:1 Small Group.



# George & Day Habilitation

How progress will be measured:

- I will be able to follow simple recipes
- I will have a completed resume
- I will be able to fill out an application independently
- I will have increased my employability skills through volunteer experiences by following direction by managers/supervisor, getting to work on time and staying for my entire shift, positive interactions with co-workers.



# George & Day Habilitation

## Who/When:

- George and Day Hab Provider A support staff will build resume and complete teaching on filling out an application independently by 12/01/2020.
- George and Day Hab Provider B support staff will find and enroll in cooking classes by 10/1/2020
- George and Day Hab Provider B support staff will find a volunteer opportunity and begin volunteering by 12/01/2020
- George will have a job in the community at a place that serves food by 3/01/2020





# George & Day Habilitation

As part of the new service definition, his Day habilitation providers will record various data elements as required under the documentation standards including updating his IST every quarter summarizing the supports provided to George including progress toward his outcomes and any challenges hindering his progress. This ensures George and his team continue to work together to achieve his outcome to get to his good life.



# General Updates and Reminders

- The Day Service Sustainability Grant application period for the second round of grants closes on Friday, July 17<sup>th</sup> at 6 pm (EDT)
- BDDS will be evaluating the need to continue Appendix K flexibilities; more information will be available by August 1<sup>st</sup>





- The Next BDDS Meeting for Case Managers and Providers is scheduled for July 29th from 3:30 pm - 4:30 pm EDT
- Information on how to access the meeting will be sent via DDRS Announcement.
- BDDS / BQIS Questions:  
[BQIS.Help@fssa.in.gov](mailto:BQIS.Help@fssa.in.gov)

